

Clarion Partners

**101 Arch Street
Electronic Tenant Handbook**

Created on February 4, 2012

Building Amenities: Area Amenities

INTERIOR FEATURES

Lobby and common areas in 101 Arch Street incorporate materials and furnishings of uncommonly high standards. Patterns formed from polished granite and marble highlight interior surfaces. Mahogany, brass and bronze are generously evident.

BUILDING AREA FACTS

LOCATION

101 Arch Street is situated on a site consisting of 31,980 square feet. The site, bordered by Summer Street, Hawley Street, Arch Street and Snow Place Alley, is closer to all of the City's business necessities than any other office building.

SIZE

The 21-story office tower contains approximately 405,000 rentable square feet of space.

BUILDING AREA FACTS (continued)

DESCRIPTION

The structure incorporated the original and historic 1873 façade of the old Kennedy's Department Store Building into a granite-clad modern structure adorned by a copper roof and two illuminated clocks in gabled ends.

AREA AMENITIES

In close proximity to 101 Arch Street are many amenities that are essential to a major development. In the immediate vicinity are numerous quality shopping facilities including major department stores, hotels and restaurants. Other amenities include:

1. In the Downtown Crossing neighborhood
2. Eight (8) public parking garages and lots containing a total of 4,000 spaces are within two (2) blocks of the building.
3. Direct indoor access to three MBTA lines.
4. Two (2) blocks from the four largest banks in New England.
5. 3 minute walk to Post Office Square, South Station and the State House.



Building Amenities: Parking

101 Arch Street's 52-space parking garage is operated by [Pilgrim Parking](#). Monthly spaces are available for rent, and some spaces are designated by your lease. There is also hourly and day transient parking available. Spaces are \$430/month with 24/7 access. Transient parking is available at the rate of \$6.00 for each 1/2 hour up to a \$34.00 maximum charge, Monday - Friday. An 'Early Bird Special' of \$22.00/day is available for parkers who enter the garage before 9:30AM and exit before 7:00PM. An overhead-rolling door secures the parking area during off-hours when the garage is not staffed. Monthly parkers can gain access at this time by using a remote control "clicker" which will raise the door. The door will automatically close after you have entered the Building. After leaving your car, proceed to the passenger elevator. Once inside, the elevator can take you to any floor up to the 5th floor. After 6:00 p.m., the elevator will be restricted to the second floor office lobby level only. To return to the parking level, you must press the "DOWN" button. To exit the garage afterhours, you must use your remote control "clicker" to open the overhead door. Please call Garage manager, Mr. Gideon Bihon at 617-439-4845 or the main Pilgrim Parking office at 617-723-1488 if you have any additional operational questions or requests.



Building Amenities: Retail Services

Retail space serving the Building and public is located on the concourse level, 1st floor and 2nd floor. Access to the concourse level and 2nd floor retail shops is possible via the escalators from the 1st floor level.

Retail Tenants:

Name	Phone Number	Website
Men's Wearhouse	(617) 428-0404	www.menswearhouse.com
Chacarero	(617) 542-0392	www.chacarero.com
Petit Robert Central	(617) 737-1777	www.PetitRobertCentral.com
Martin's News		
Archie's New York Deli	(617) 330-5145	
Grass Roots Cafe	(617) 951-2124	

Building Operations: Property Management

The 101 Arch Street Property Management Office is open from 9:00 a.m. to 5:00 p.m., Monday through Friday and is located on the 2nd floor. Please feel free to call or visit with any questions regarding the operation of 101 Arch Street. If you find it necessary to contact the Property Management Office after 5:00 p.m. Monday through Friday, or on weekends and holidays regarding an emergency or building operations, please call 617-204-1030. Calls coming in after or before normal business hours and on holidays will be handled by building security.

Property Personnel List

Title	Name	Phone Number	E-Mail
General Manager	Laura Mintz	617-204-1030	laura.mintz@cbre-ne.com
Tenant Coordinator	Meghan McCluskey	617-204-1030	Meghan.mccluskey@cbre-ne.com
Chief Engineer	Paul Walsh	617-204-1030	Paul.walsh@cbre-ne.com
Engineers	Jeff Smith John Beltran		

Title	Name	Phone Number	E-Mail
Director of Security	Derek Sheehy	617-204-1030	derek.sheehey@apollosecurity.com
Account Manager (Unicco)	Pamela Abeiga	617-330-7878	pabeiga@na.ugllimited.com
Garage Attendant (Standard Parking)	Gideon Bihon	617-439-4845	

Security: All security calls should be made to the management office at 617-204-1030. During off business hours or on building holidays all calls will be handled by building security.

1st Floor: 617-261-1401; 2nd Floor: 617-204-1007

Note: Please call 617-204-1007 if you need to announce visitors to your office.



Building Operations: Brokerage

The brokerage company for 101 Arch Street is C.B Richard Ellis, located at 33 Arch Street, Boston. Listed below is the contact information for our brokers:

Name	Phone Number
Jonathan Freni	617-912-7044
Timothy M. Lyne	617-912-7020



Building Operations: Building Hours

101 Arch Street will be open for normal business operations (exclusive of holidays) from 7:00 a.m. to 6:00 p.m., Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday. Anyone requiring access to the building after hours and on holidays must utilize the Security Access Systems described in the [Security section](#) of this handbook.



Building Operations: Holidays

The Building will observe the following holidays:

New Year's Day
Martin Luther King Jr. Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Please notify the Building Management Office if your office will be open on these days and/or if you will require HVAC or cleaning on these days. Holidays may vary per tenant. Please see your lease file for more information.



Building Operations: Leasing

The leasing company for 101 Arch Street is **Information Pending** and is located at **Information Pending**. Listed below is the contact information for the authorized representative. Please contact **Information Pending**

To view our current space availability, please visit:

[101 Arch Street Leasing Availability](#)



Building Operations: Rental Payments

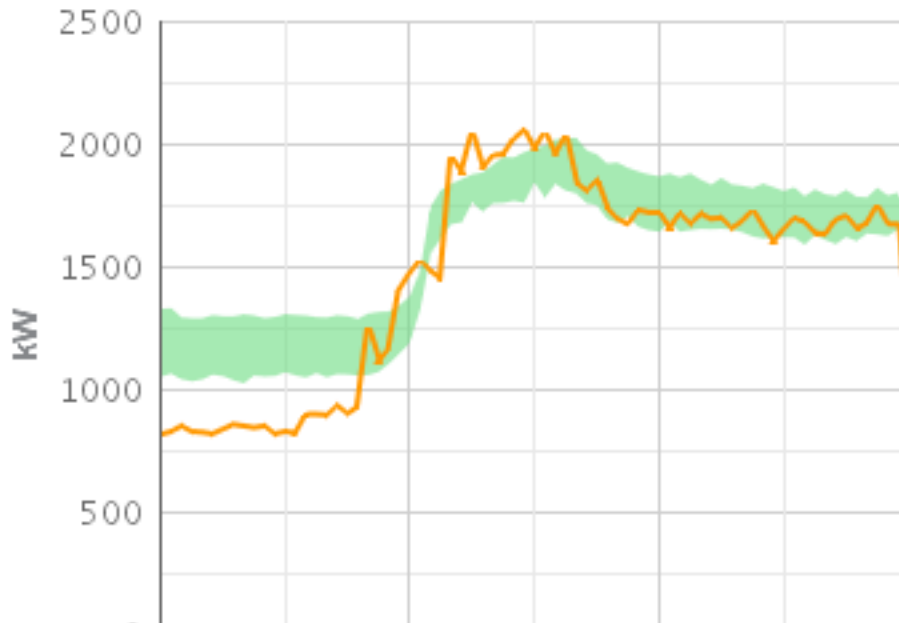
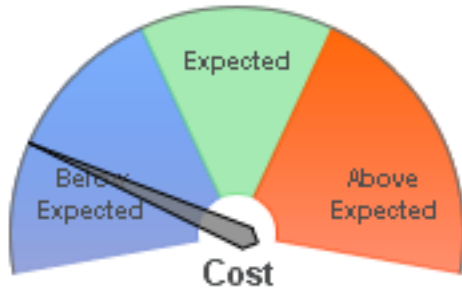
Under the terms of each lease, rental payments are due on or before the first of each month. You will not necessarily receive an invoice or statement. It is the tenant's responsibility to forward rental payment to the address below:

**CLPF 101 Arch LP
GPO PO Box 30309
New York, NY 10087-0309**

Any questions concerning payment can be referred to the Management Office.



February



Building Security: After Hours Access

AFTER HOUR AND WEEKEND ACCESS

Perimeter lobby doors should be locked during non-business hours: from 6pm – 7am nightly, and from 1pm Saturday until 7am Monday morning. Access during this time is possible through the security access system at the Arch Street entrance or Summer Street entrances. Entrance into the building during non-business hours is achieved by placing a security access card next to the proximity reader located adjacent to the entrance. Visitors can gain access via the intercom, located next to the card reader, which communicates with building Security. Visitors must be preregistered with security by tenant and must show identification upon arrival. At the second floor elevator lobby, there are card readers that will access an elevator for you. On the left wall beneath the elevator call buttons, there are proximity card readers located behind the engraved 101 Arch Street logos; one reader for low-rise and the other for high-rise elevators. You must place your card at the proximity reader and simultaneously press the elevator “UP” button. Upon entering the elevator, you have 5 seconds to enter your floor access number sequence on the floor buttons. Building Management has provided this code to your company. The elevator will bring you to your floor. When leaving your floor, press the hall “DOWN” button to summon a car. Once inside the car, press the lobby level button. After hour elevators will only stop on the lobby level for exiting the building.



Building Security: Building Access

SECURITY CARDS

Each tenant will be asked to submit a list of individuals who will require access to the building and their space. The Management Office will assign security access cards and at the same time, program the card numbers into the computerized security system. We will then schedule a convenient time for all employees to have their photo taken. It will be the responsibility of the tenant to notify the Management Office of loss, termination, or reassignment of cards to ensure the proper control, which you may do through a work order. Please make every effort to return cards of personnel no longer in your employ. Lost cards will be billed to tenants at \$15.00 each. Also, any additional cards requested after initial move in will be billed to tenants at \$15.00 each.

BUILDING EXIT

There is a button marked "exit" on the door frame at each main entrance to the building: Arch Street, Summer Street, Hawley Street, the MBTA level, and the parking level. After pressing the button, you will have approximately 10 seconds to open the door. Blocking or holding the door open for an extended period of time will alert security personnel.



Building Security: Freight Elevator and Tenant Delivery

101 Arch Street has one freight elevator located on the loading dock, which serves floors B2 through 21. All delivery vehicles are limited to 20 minutes at the loading dock. No passenger cars are allowed in the loading dock area. Scheduling for after hours use of the freight elevator is handled through the Property Management Office and the Dockmaster. All deliveries, except hand carried packages, must be transported on the freight elevator. No mail carts or two and four-wheeled dollies are allowed in the passenger elevators. Scheduling for use of the freight elevator is also required for move-ins and move-outs. [Please refer to Moving Policy for further details.](#)



Building Security: General Office Security

INTERNAL SECURITY

During normal business hours, the security access card system is in effect in the second floor lobby security desk area. All external doors are opened at this time. However, even though the internal security card access system is in effect, the security staff at 101 Arch Street still depend largely on the awareness of your own personnel. The following recommendations should be passed on to all of your staff to ensure the safety of all building personnel.

- Do not unlock your entry doors until someone is in attendance that can observe anyone entering the office. Conversely, all doors should be locked in the evening when most personnel have left.
- Lock up purses and other valuables when not in use. If suit jackets are removed, remember to transfer wallets to trouser pockets.
- Keep only small amounts of petty cash on hand and store in a locked box in a locked file or desk drawer.
- Record serial numbers of all equipment.
- Call the Management Office and the Security Desk immediately to notify them of the presence of solicitors in the Building.
- If a theft does occur, report it immediately to the City of Boston Police and the Building Security.



Building Security: Keys

Two weeks prior to move-in, Tenant should contact the Property Management Office in writing and specify the number of keys required for their company personnel. The Landlord will provide your space two keys for each locking door within the space. All additional keys will be provided by the Landlord at Tenant's expense. Keys need to be on the building master key to ensure management may access your space for emergency and cleaning purposes.



Building Security: Loading Dock Access

All deliveries are to be made via the loading dock facility located on Snow Place Alley. Routine small deliveries may be made between 7:00 a.m. and 4:00 p.m. Monday through Friday. Large deliveries (large in size or quantity) may be made after 4:00 p.m., Monday through Friday. All large deliveries must be scheduled with the Management Office and the Dockmaster at least two days prior to delivery. Further, a security guard must be posted in the loading dock for after hours deliveries. These additional services will be billed back to tenant at the current rate of \$28.00 per hour with a 4-hour minimum.



Building Security: Lost and Found

Items that are found on the premises are sometimes returned to the Building Management office or Building Security. Contact the Management Office for any lost items.



Building Security: Property Removal

To assist in the protection of your personal property, we have generated a Property Removal Pass for your use. This pass must accompany furniture, equipment, cartons, etc. being removed from the premises. The property pass must be presented to security at the time of removal and checked for appropriate authorization, which will assure them that the items being removed are being done so with the full knowledge and permission of the Tenant. The memo will list all property to be removed.

[Click here to obtain a Property Removal Pass](#)



Building Security: Security Systems

A security system has been installed in 101 Arch Street for the convenience and security of its Tenants. The system will provide access control to the building during building non-operating hours. In addition, closed circuit cameras and motion detectors monitor various exit/entrance doors, docks, and hallways 24 hours a day.



Building Security: Solicitation

It is our policy to prohibit solicitors in the building. Please inform the Management Office of any violators so that they may escort them from the building.

Building Services: Building Signage and Directory

Directories

The building directory is displayed at the security desk in the first floor lobby. There is also an electronic directory next to the elevator bank in the second floor lobby. Please notify the Management Office of any changes to either of these directories.

Graphics and Signage

All tenant entry signage must be approved through the Management Office. Under no circumstances shall signs in any form be placed on the exterior of the building, doors, or windows without written prior approval from Management. Please, no posters. Refer to your lease for specific signage requirements.



Building Services: Cleaning

Janitorial Service

Your office, public restrooms and corridors will be cleaned five nights each week. This includes all normal cleaning such as dusting, emptying wastebaskets and vacuuming, etc. Should you have a special cleaning request, please contact the Management Office. Porter services are available to Tenants at the current rate as specified by the Building's Cleaning Contractor. Arrangements must be made in advance by contacting the Management Office.

Waste Disposal

Usual office waste is removed from wastebaskets nightly when the offices are cleaned. Extra trash or boxes that are not in regular wastebaskets should be marked "TRASH" or "BASURA" and boxes not for trash should be marked "DO NOT REMOVE", so that our Housekeeping personnel will be certain as to the disposal of the material.



Building Services: Elevators & Escalators

ELEVATORS

- Parking Garage (Floors G-5) - One (1) Montgomery cab
- Service Elevator (Floors B2-21 - One (1) Montgomery Cab
- Low-rise (Floors Lobby-11) - Four (4) Montgomery cabs, 400 FPM
- High-rise (Floors 11-21) - Four (4) Montgomery cabs 700 FPM

The 11th floor is a transfer floor for both elevator banks.

Passenger Elevators and Escalators

Elevators:

1. Low-rise: There are four (4) elevators that serve floors 2-11, cab number 2, 3, 6 and 7.
2. High-rise: There are four (4) elevators that serve floors 11-21, cab numbers 4, 5, and 8, and 9.
3. Handicap: There is one (1) handicap elevator serving the concourse and ground levels, cab number 1.
4. Parking Shuttle: There is one (1) elevator serving the parking level, ground floor, and floors 2 through 5, cab number 11.

Escalators

The following lists the Building's escalators, floors served, width and speed:

1. #1 G-2, Summer Street, 32" wide, 90 fpm
2. #2 G-2, Summer Street, 32" wide, 90 fpm
3. #3 B2, Ground, 32" wide, 90 fpm
4. #4 B2, Ground, 32" wide, 90 fpm
5. #5 G-2, Arch Street, 32" wide, 90 fpm
6. #6 G-2, Arch Street, 32" wide, 90 fpm



Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various Property Management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[Equipment/Property Removal Authorization Pass](#)

[Fire Alarm and Sprinkler Shutdown Request Form](#)

[Tenant and/or Contractor Entrance Authorization Request Form](#)

[Vendor Insurance Requirements](#)

[Tenant Emergency Contact Information](#)



Building Services: HVAC

Central chilled water system, central-cooling towers (roof), individual fan rooms on each floor with VAV boxes and electric perimeter heat allows individual temperature control and maximum flexibility.

Air Conditioning/Heating HVAC

Building air conditioning and heating services are provided during normal business hours. Please refer to your lease for tenant-specific HVAC requirements. After-hours HVAC is available for an extra charge of \$80/hour year round.

Window Blinds

Building standard blinds should be lowered to block out the sun and to minimize the heat load during the summer months. This will result in more efficient and uniform air conditioning.



Building Services: Mail Service

Mail Service

Mail distribution facilities are located on the second floor office lobby to the right of the parking shuttle elevator (#11). All outgoing mail must be placed in the depositories located in the Mailroom. Mail is picked up Monday through Friday. Special service pick up times are posted in the 101 Arch Street Mailroom. The mailroom is open daily.

Express Mail Service

Express Mail Service boxes ([FedEx](#) and [UPS](#)) are located in the mailroom on the 2nd floor. If your package does not fit in an Express Mailbox, please call the company to arrange a pickup for your office.



Building Services: Maintenance Requests

Maintenance requests should be submitted online via the [work order system](#).

Emergency Procedures: Bomb Threat

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Background sounds or noises;
- Exact words and accents used by the caller.
- Keep this information as confidential as possible.
- Notify the Boston Police Department. Call 911 immediately.
- Notify the Management Office at 617-204-1030

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or officer. Building Management will work with Security and the Boston Police Department to carry out building evacuations.

In the event that you are asked to evacuate the building, move away from the building to allow for the clear passage of emergency personnel. Do not re-enter the building until the Management Office or the Police or Fire Department has given clearance.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs are usually a large size manila envelope ¼" to ½" thick and are fairly rigid. They have been mailed from cities or small towns in the United States, as well as from foreign countries. They are usually mailed to a person by title, such as Chairman, President, Manager, Security Officer, etc.

If a letter is suspected to be a letter bomb:

- Clear everyone out of the area for at least 25 feet around it.
- Notify the police at 911 and Building Security at 617-204-1030.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF



Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the building, the security guards will immediately lock all entrances to the building and the police will be notified. We will keep you informed via the public address system.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.



Emergency Procedures: Elevator Malfunction

In the event an elevator stops with passengers in it, remember to remain calm. There is no need to panic. Please report any unusual elevator operations to Building Management.

Each elevator is equipped with a telephone, which is answered 24 hours per day. An elevator mechanic will quickly restore the cab to service. Each cab is also equipped with an intercom for direct communication with Building Security. Should a power outage occur, elevator lights will remain on. Each elevator will automatically return to the lobby.



Emergency Procedures: Emergency Contacts

All Emergencies	911
Building Management Office	617-204-1030
Building Security/After Hours Emergencies	617-204-1030
Fire Department (non Emergency)	911
Police Department (non Emergency)	911

Important notes

If you call 9-1-1 for a medical emergency, please be sure to notify building management with your name, callback number, and location so that security can guide the emergency personnel to the correct place.



Emergency Procedures: Evacuation

Emergency Stairwell Exits

There are four (4) emergency exit stairwells in 101 Arch Street. Two are located at the north and south sides of the Building's core and two are located in the 1873 Arch Street Building.



Emergency Procedures: Fire and Life Safety

Emergency Fire Protection Equipment

The Building is equipped with a sophisticated life safety system comprised of a complete sprinkler system for fire protection, a fire alarm and detection system, and an emergency control station which is monitored 24 hours a day.

[Click here to download a Life Safety Training Presentation](#)



Emergency Procedures: Fire Marshall's Responsibilities

Each administrator or office manager should appoint a fire marshal for every occupied floor. The fire marshal is an individual responsible for organizing and implementing each floor's evacuation plan.

- Appoint a person to fill as an alternate. This alternate shall be familiar with all duties of the fire marshal and will take charge in the absence of the floor's fire marshal.
- The fire marshal shall be in charge and see that the floor's evacuation plan is carried out properly.
- Know all disabled personnel on floor (s). Building Management will maintain a list of all disabled employees in the fire command room located on the ground floor. The fire marshal should continually update Building Management, in writing, as to the status of the disabled occupants on each floor.
- Know the location of fire equipment on each floor (manual pull stations, fire extinguishers). Know how to operate a basic fire extinguisher.
- Supervise all wardens during an evacuation to see that all positions are filled and that the duties of each are carried out properly. Coordinate meetings with your wardens to ensure that they understand their responsibilities.
- If a fire has been reported on your floor, it is the fire marshal's responsibility to ensure that the Building Management Office or Security has been notified.

Tenant Emergency Organization

- The fire marshal shall appoint persons on their floor(s) to assume the following key positions in the emergency plan. Each position requires an alternate to fill in if that person is not available.
- Exit Wardens: The fire marshal shall assign two exit wardens to make certain that the evacuation, if necessary, takes place smoothly. The exit warden will direct persons to an alternate stairwell if necessary. It is also the exit warden's responsibility to see that the stairwell doors are not held or blocked open.
- Search Wardens: The fire marshal shall appoint at least one search warden to verify that the floor has been evacuated. The search warden shall verify that all bathrooms, storage rooms, and conference rooms have been searched and that all employees have evacuated. The search warden shall report these findings to the fire marshal at a predetermined location on the floor.
- Elevator Wardens: The fire marshal shall appoint one elevator warden. This person shall stand in the elevator lobby and direct persons attempting to use the elevators to the nearest stairwell. During an actual fire, the elevators will be under the control of the Fire Department.

Tenant Emergency Organization (continued)

- Special Assistants: The Fire Marshal shall appoint a person to assist disabled persons (Persons Needing Assistance) during an emergency situation. The Fire Department will have access to a list of disabled persons on each floor. Disabled persons and Special Assistants should proceed to the freight elevator lobby and await evacuation by the Boston Fire Department or the building staff. (This procedure is outlined in greater detail in the Life Safety Training Manual under Evacuation Procedures.) Please advise Building Management of any changes to your firm's list of Persons Needing Assistance so that an up to date register can be kept for emergency purposes at all times.



Emergency Procedures: Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, including after business hours.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.



Emergency Procedures: Homeland Security

Building management recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that will aid you in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.



Emergency Procedures: Medical Emergency

In the event that an accident or illness of an employee or visitor takes place in your office area:

1. Call Emergency at 911.
2. Give Emergency Dispatcher the following information:
 - Your name
 - Building name and address
 - Floor number and location of emergency on floor
 - Any details of accident or illness
3. Do not move injured/ill person. Try to make them as comfortable as possible.
4. Whenever possible, have someone meet the emergency unit in the lobby.
5. Call the Building Management Office at 617-204-1030. Inform them you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer necessary medical assistance.

7. Determine, if possible:
 - Name, address and age of injured/ill person
 - Nature of problem
 - Allergies and if currently on any medication
 - Local doctor

The Management, Engineering and Security staff will do all we can to make the person comfortable while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid and how and when to contact emergency services.



Emergency Procedures: Power Failure

The building is equipped with an emergency generator, which will provide emergency power for certain basic building function in the event of power failure. The functions include:

- Activating emergency lights on each floor throughout the building including all Exit signs.
- Activating all stairwell lighting.
- Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
- Bringing all elevators down to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure unless there is a prolonged power outage. Unless you are directed to do so through the emergency communication system, please remain in your offices.



Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



Emergency Procedures: Toxic Hazards

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 911. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials. Please let the Management Office know of such incidents so that they may inform and assist the proper authorities.

Introduction: Welcome

Welcome to 101 Arch Street. As a tenant or visitor, you may have questions about the building and its operation. In anticipation of these questions, we have developed this handbook. Included within are sections covering general building information, moving policies, fire and emergency procedures, security, area amenities, and building rules and regulations. Should you have any questions not addressed by this handbook, or if we can assist you in any way, please call us at 617-204-1030.



Introduction: About 101 Arch Street

101 Arch Street is located in Boston's historic Downtown Crossing, uniquely situated adjacent to the city's financial and retail districts. It contains over 400,000 square feet of Class-A office and retail space. The property is bounded by Arch Street on the south, Snow Place Alley on the east, Hawley Street on the north and Summer Street on the west. With a convenient location and exceptional services and amenities, 101 Arch Street continues to be selected as the business address of choice by some of Boston's most successful companies.

Downtown Boston boasts an abundance of historic sites and attractions amid the natural scenic beauty of the Boston Common and the Public Garden, the Charles River and Boston Harbor. New England's colonial roots surround present-day Boston providing both an educational and pleasurable experience for all. For more detailed information on Downtown Boston Business Improvement District and the city of Boston, visit www.bostonbid.org or visit www.bostonusa.com.



Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) and a [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. [This software is free and easy to use, and can be obtained by clicking here.](#)

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office. ([Specific contact information provided in the Property Management Section](#))

Policies and Procedures: Construction Rules & Regulations

All contractors performing work for tenants shall follow the following rules and regulations.

1. No construction personnel are allowed in building common areas on occupied floors during the hours of 7:00 a.m. – 6:00 p.m. EXCEPTION: Entry and exit from tenant suites under construction via closest stairway or service elevator.
2. No construction personnel are allowed on passenger elevators. All construction materials and workers are restricted to the service elevator.
3. No construction personnel are allowed in the lobby at any time, except for entering or leaving the building.
4. No eating or drinking is allowed in the building except in work areas, contractor office or areas specifically designated by Building Management. Workers will not litter or loiter while on the job site.
5. No loud music is allowed in construction areas. Doors to spaces on occupied floors shall be closed at all times.
6. Areas under construction as well as storage areas, and all unoccupied spaces, are kept clean and in an orderly fashion. They are to be secured when unattended.
7. Contractor is to use only designated areas for working, loading and unloading, and trash containment and removal. A contractor is to also use only designated freight elevator. The building shall not be responsible for the removal of construction debris or clean up. Also, use of the building compactor is prohibited. The contractor shall be responsible for providing adequate dump truck service at its sole expense.
8. The contractor shall be held responsible for leaving the construction area completely cleaned and broom-swept, and free of all rubbish and debris. Additionally, the contractor shall be held responsible for the protection and cleaning of interior glass, Venetian blinds and drapes. Areas adjacent to the work are to be kept clean and free of stored materials.
9. No material is to be taken through the main lobby or occupied Tenant areas. In addition, it may not be transported across finished flooring, marble, pavers, tile or carpet unless a protective covering or walkway is used, which is approved by building management. An approved covering must protect all doors and doorframes (elevator, suite entry, interior, and stairwell).
10. Contractor shall be responsible for providing construction walk-off mats to be utilized and maintained where deemed necessary by common sense and Building Management. This will include spare carpet to scuff dust and dirt off work footwear. The contractor must also supply and install polyethylene dust barriers when and where deemed necessary by Management.
11. Occupied floors with areas under construction are to have all construction debris (vacuumed if necessary) removed from building common areas (corridors, restrooms, elevator lobbies, service elevator lobby, stairwells, electrical and mechanical rooms, etc.) on a daily basis. No staging of materials will be permitted in hallways, lobbies, sidewalks or other areas that can be seen by the public.
12. Construction personnel are confined to those areas in which they are working. They will not be allowed to congregate on grounds.
13. Area around trash dumpsters and parking areas are to be kept clean by contractor.
14. Lock: Contractor shall utilize the locksmith approved by the Landlord. Tenant shall be responsible for providing the Landlord with two (2) sets of keys for suite entry doors prior to occupancy.
15. No alcoholic beverages are allowed on the property.
16. Construction personnel are prohibited to travel on landscaped areas.
17. No owner-supplied material is to leave the job site.
18. Contractor's failure to remove material or clean up work areas will result in building management performing the work and holding all costs for the contractor's account.
19. No one secures the service elevator without prior approval of the Management Office.
20. All large deliveries that require significant use of the service elevator must be prearranged through the Management Office.
21. All/any burning or welding, core drilling and any other extremely noisy or messy jobs must be prearranged through the Management Office prior to doing the work and will only be permitted before 8:00 a.m. and after 6:00 p.m. Burning and welding requires prior notification to Management and shall be performed only with an assistant who will hold an ABC fire extinguisher and observe said procedures at all times.
22. Under no circumstances will any work be performed on the base building MEP systems or life support

- systems without prior approval of the Management Office (i.e. sprinkler systems, smoke detector system, water supply system, sanitary/storm system, and main electrical distribution system, etc.).
23. Fire Protection/Life Safety Systems shall not be disconnected or otherwise rendered unserviceable without first notifying Building Management in writing. This must be done at least 48 hours in advance. Restoration of protective system shall be diligently pursued.
 24. Any perforation and/or penetration through any fire rated wall or partition, telephone closet and/or electrical closet must be completely fire-safe.
 25. Contractor will be responsible for any charge pertinent to fire alarm system and sprinkler supervisory shutdowns as they relate to contractor's work.
 26. Stairwell doors are not to be wedged open under any circumstances.
 27. The General Contractor will provide a qualified representative for the full duration of his or any of his subcontractor's daily activities with the building. The representative will be equipped with a cell phone.
 28. Identification will be required for all construction personnel and said personnel must comply with any and all check-in/sign-in procedures as required by Management.
 29. All work, material, delivery and access to Building before 7:00 a.m. or after 4:00 p.m. and on weekends or holidays must be coordinated with Building Management three (3) days in advance. Any access to Tenant space must be arranged through the Management Office.
 30. Any contractor acting in a less than professional/business like manner will be removed from the project and prohibited future access (i.e., use of profanity, lewd remarks to tenants, etc.).
 31. Contractor is responsible for securing all materials and tools as well as that of his subcontractors.
 32. Building management must approve all work.
 33. Building management will not accept work as completed without a final punchlist and inspection approval.
 34. Contractor and all employees, as well as subcontractors and their employees must be properly trained and certified for work they perform.
 35. Tenant Identification Signage: The Tenant shall be responsible for providing names and listings to be placed in the lobby directory approximately three (3) weeks prior to taking occupancy of the area.
 36. It is a requirement that three (3) complete sets of construction drawings and specifications be submitted to the Building Management prior to the commencement of any construction activity. There will not be exception to this requirement.
 37. Contractor and/or Tenant shall provide heat load calculations and utility load calculations based on total square foot of build out per floor. Anything that exceeds normal Building consumption or HVAC capacities for that area will be the responsibility of the Tenant. This is so that other Tenants do not absorb additional costs and the Building operating costs are not elevated. Calculations Should Include:
 - Electrical consumptions of all devices, equipment fixtures or specialty items that require electricity.
 - Heat load should include computer and copy equipment, lighting or persons working in area, and all other heat-producing items.
 - Consumption and requirements for domestic condenser/cooling tower, and chilled water. Sewage charges may be included or added depending on usage.

GROSS NEGLIGENCE OF ANY OF THE ABOVE RULES AND REGULATIONS WILL RESULT IN THE PERSON INVOLVED BEING TERMINATED FROM WORKING IN THE BUILDING.



Policies and Procedures: General Rules and Regulations

1. Sidewalks, doorways, vestibules, halls, stairways, and similar areas shall not be obstructed nor shall refuse, furniture, umbrellas, boxes or other items be placed therein by Tenant or its offices, agents, servants or employees, or used for any purpose other than ingress and egress to and from the premises, or for going from one part of the building to another part of the building.
2. Plumbing, fixtures, and appliances shall be used only for the purpose for which constructed, no other unsuitable material shall be placed herein.
3. No signs, directories, posters, advertisements, or notices shall be painted on or affixed to any of the windows or doors, or in corridors or other parts of the Building except in such color, size and style, in such places, as shall be first approved in writing by Landlord at its discretion. Landlord will prepare building standard suite identification signs at Landlord's expense; however, tenant may install its own sign identification within the premises, subject to Landlord's approval thereof. Landlord shall have the right to remove all unapproved signs without notice to the Tenant, at the expense of the Tenant. It is also further understood that furnishings in tenant's space that are viewed from the common areas shall be subject to Landlord approval.
4. Tenant shall not do, or permit anything to be done in or about the building, or bring or keep anything therein that will in any way increase the rate of fire or other insurance on the building, or on property kept therein or otherwise increase the possibility of fire or other casualty.
5. Landlord shall have the right to prescribe the weight and position of heavy equipment or objects, which may overstress any portion of the floors of the premises. All damage done to the building by the improper placing of such heavy items will be repaired at the sole expense of the tenant.
6. Movement in or out of the building of furniture or office equipment, or dispatch or receipt by Tenants of bulky material, merchandise or materials which requires use of elevators or stairways or movement through the building entrances or lobby shall be restricted to such hours as Landlord shall designate. All such movement shall be under the supervision of Landlord by pre-arrangement before performance. Such pre-arrangement initiated by a tenant shall include determination by Landlord, and subject to this decision and control, as to the time, method and routing of the movement and as to limitations for safety or other concerns which may prohibit any Tenant shall cooperate with Landlord's employees in keeping premises neat and clean.
7. Tenant shall not cause or permit any improper noises in the building or allow any unpleasant odors to emanate from the premises, or otherwise interfere, injure or annoy in any way other tenants, or persons having business with them.
8. No animals shall be brought into or kept in or about the building.
9. Except as provided in the Tenant's lease, no machinery of any kind other than that which is subject to normal business practices, such as typewriters, calculators, any business computers, shall be operated on the premises without the prior written consent of the Landlord. Nor shall tenant keep in the Building any inflammable or explosive fluid or substances, or any illuminating materials. No space heaters or fans shall be operated in the building.
10. No bicycles, motorcycles or similar vehicles will be allowed in the Building.
11. Tenant shall notify the building Management when safes or other heavy equipment are to be taken in or out of the Building, and such moving shall only be done after written permission is obtained from the Landlord on such conditions as Landlord shall require. Additional costs related to the installation of such equipment, such as for elevator use or window removal, will be borne by Tenant.
12. Corridor doors, when not in use, shall be kept closed. Stairwell doors shall remain closed at all times. Tenant shall lock all office doors leading to corridors and turn out lights at the close of the working day.
13. All deliveries must be made via the service entrance and service elevators during normal working hours. Landlord's written approval must be obtained for any delivery after normal working hours. Passenger elevators are to be used only for the movement of persons.
14. No nails, hooks, or screws shall be driven into or inserted in any part of the Building except as approved by the building Management, permitted by Tenant's lease, or as reasonably necessary to permit Tenant to hang pictures and other wall decorations within premises.
15. Landlord has the right to evacuate the building in the event of an emergency or catastrophe.
16. No food and/or beverages shall be distributed from the premises without the prior written approval of the building Management, except in connection with the operation of vending machines installed for the exclusive use of Tenant's employees or the operation of Tenant's lunch room for Tenant's employees permitted under the lease.

17. No additional locks shall be placed upon any door without the prior written consent of landlord. Landlord shall furnish all necessary keys, and the same shall be surrendered upon termination of Tenant's lease, and Tenant shall then give Landlord an explanation of the combination of all locks on the doors or vaults. Tenant shall initially be given two (2) such keys to the premises by Landlord. No duplicates of such keys shall be made by Tenant or its employees. Additional keys shall be obtained only from Landlord, at a fee to be determined by Landlord.
18. Tenant will not relocate furnishings or cabinets adjacent to mechanical or electrical access panels or over air conditioning outlets so as to prevent operating personnel from servicing such units as routine or emergency access may require. Cost of moving such furnishings for Landlord access will be at Tenant's expense account. The lighting and air conditioning equipment of the Building will remain the exclusive charge of the building designated personnel.
19. Tenant shall comply with reasonable parking rules and regulations as may be posted and distributed from time-to-time.
20. No portion of the building shall be used for the purpose of sleeping or lodging rooms.
21. Prior written approval, which shall be at Landlord's sole discretion, must be obtained for installation of window shades, blinds, drapes or any other window treatment of any kind whatsoever. Landlord will control all internal lighting that may be visible from the exterior of the building and shall have the right to change any unapproved lighting, without notice to Tenant, at Tenant's expense.
22. Landlord shall not be responsible for lost or stolen personal property, money or jewelry from Tenant's space or public areas regardless of whether such loss occurs when area is locked against entry or not.
23. Tenant will comply with all requirements for the security of the premises, including the use of property removal passes for removal of office equipment/packages and use of security control cards for after hour entry.
24. All requests for overtime air conditioning and/or heat must be submitted in writing to the Management Office. A charge of \$80.00 per hour will be assessed for each request.
25. All requests for keys, locks or graphics must be submitted in writing to the Management Office.
26. It is strongly recommended by the Boston Fire Department that an A, B, C Multipurpose Fire Extinguisher be kept in each Tenant's area in an accessible location.
27. Landlord reserves the right to rescind any of these rules and regulations and to make such other and further rules and regulations as in its judgment shall, from time-to-time, be needed for the safety, protection, care and cleanliness of the building. The operation thereof, the preservation of good order therein and the protection and comfort of the Tenant's and their agents, employees and invitees, which rules and regulations, when made and written notice thereof is given to a Tenant, shall be binding upon it in like manner as is originally herein prescribed.
28. Smoking is not permitted in the building's common areas including building entrances, vestibules, corridors, restrooms and stairwells. Additionally, smoking is not allowed in front of the entrance to the building.



Policies and Procedures: Insurance

Each Tenant is required by their lease to maintain their own property and liability insurance. Please ensure that a copy of your Certificate of Insurance (COI) is forwarded to the Management Office annually. Said certificate shall name CLPF 101 Arch L.P, CB Richard Ellis, and Clarion Partners, LLC as additionally insured.

[Click here to view Vendor Insurance Requirements](#)



Policies and Procedures: Moving Policy

The following rules pertain to moving furniture, equipment and supplies in and out of 101 Arch Street.

ANY MOVERS THAT DO NOT ADHERE TO THE FOLLOWING RULES WILL NOT BE ALLOWED TO ENTER THE PREMISES OR WILL BE REQUIRED TO DISCONTINUE THE MOVE AND REMOVE THEMSELVES FROM THE BUILDING.

1. Clean masonite sections should be used as runners on all finished areas where heavy furniture or equipment is being moved with wheel or skid type dollies. The masonite must be at least one-fourth inch thick, 4'x 8' wide sheet in elevators, lobbies and corridors, and 32" wide sheets through doors in Tenant space. All sections of masonite must be taped to prohibit sliding.
2. The mover must provide and install protective coverings on all walls, door, facings, elevator cabs and other areas along the route to be followed during the move. These areas will be inspected for damage after the move.
3. Any damage to the building or fixtures caused by the move will be repaired or paid for by the moving company.
4. Only the service elevator will be used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators has been granted by the Landlord.
5. Move-ins, large quantities of furniture, equipment or supplies must be accomplished after 5:00 p.m. on weekdays or on weekends or holidays.
6. The moving company must make arrangements with the Management Office for use of the elevator for each move. A firm arrival time will be established. The cost of additional security, an elevator operator and/or elevator mechanic will be borne by the tenant.
7. The moving company will be required to remove all boxes, trash, etc. when leaving the building. Any materials left behind will be disposed of and charges for this disposal will be sent to the moving company.
8. In order to preserve harmony among building trades, ALL MOVERS MUST BE UNION.
9. The moving company must carry insurance including, but not to be less than, the following:
 - Workman's Compensation in statutory limit for the State of Massachusetts, with employees liability limit of \$100,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form and certificate evidencing same shall be furnished to the Landlord before moving any items into the building. In addition, the moving company must agree to protect, indemnify and save Landlord harmless from and against all claims, demands and causes of action of every kind of character arising in favor of moving company's employees, Landlord's employees or other third parties on account of injury, personal injury, death or damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employee's representatives or subcontractors.
10. The moving company shall be responsible for all damages and losses sustained by them from their tools and equipment utilized in the performance of all work thereunder. Comprehensive General Liability Insurance shall include coverage for hazards of premises, operations, elevators, products and completed operations and including personal injury coverage, part and contractual liability coverage designating the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$100,000 per person bodily injury and personal injury: \$300,000 per occurrence for aggregate or property damage. Property damage insurance shall be broad form, including completed operations. The limits set forth above are minimum – if greater limits are carried they will apply to movements. Each company moving supplies, furniture and/or equipment through this building shall secure and present to the Management Office a Certificate of Insurance reflecting these coverage's twenty-four (24) hours before the move takes place. CLPF 101 Arch L.P, CB Richard Ellis, and Clarion Partners, LLC must be named as additional insureds on all policies.

List of Union Movers

ABC Movers 617-625-6683
33 Inner Belt Road
Somerville, MA 02143

Casey & Hayes
617-254-5900
430 East 1st Street
South Boston, MA 02127

Gentle Giants 800-287-3030
29 Harding Street
Somerville, MA 02143

Walsh Movers 617-269-5900
250 Elm Street
Dedham, MA 02026



Policies and Procedures: Smoking

101 Arch Street maintains a no smoking policy throughout the building including all common areas, lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.



Policies and Procedures: Tenant Alterations

Warranty Repairs

If a construction problem with your leased space develops after move-in, please contact the Management Office. A determination will be made concerning the responsibility and repairs will be completed.

Alterations and Remodeling

Building management must approve all construction or repair work, as well as the contractors performing such work, in writing.

Additional Space

Should your office space requirements increase necessitating expansion, please contact the General Manager as far in advance of your need as possible. Every effort will be made to accommodate you with contiguous space.



The Neighborhood: Directions

DIRECTIONS TO 101 ARCH STREET FROM ALL POINTS

FROM THE AIRPORT

Merge onto I-90 W / MASS PIKE / TED WILLIAMS TUNNEL
Take exit 25 to SOUTH BOSTON
Turn LEFT onto CONGRESS STREET
Turn SLIGHT RIGHT onto ATLANTIC AVENUE
Turn LEFT onto PEARL STREET
Turn LEFT onto FRANKLIN STREET
Turn LEFT onto HAWLEY STREET

The 101 Arch Street parking garage is located on your left immediately after Snow Place Alley. To continue to the main entrance of the building, take a left onto Summer Street.
33 Summer Street is side of Building and 101 Arch Street is around the corner on the left from Summer Street. (Arch Street is a one way street. Summer Street becomes a one way before Otis Street.)

FROM THE NORTH:

Follow 93 South to exit 22-South Station
Take right onto Summer Street
Refer to page 1 of directions

FROM THE SOUTH:

Take 93 North to Exit 22 – South Station
At bottom of ramp go straight across Kneeland Street
Go straight through set of lights
Refer to page 1 if directions

FROM THE MASS PIKE:

Heading East on Route 90 (Mass Pike) – follow signs for South Station/Retail District
Follow signs to Chinatown/Kneeland Street
Take 93 North to exit 22-South Station
Take a left onto Summer Street
Refer to page 1 of directions

FROM STORROW DRIVE

Heading East on Storrow Drive – Follow to end of Storrow Drive
Follow signs on 93 south
Refer “from the North” directions

FROM THE SUBWAY

Take Orange or Red Line to Downtown Crossing
From Airport: Take Blue Line to State Street Station connect to Orange Line to Downtown Crossing.
101 ARCH STREET IS DIRECTLY ACROSS FROM ST. ANTHONY’S SHRINE